

Booking Terms and Conditions

BOOKING TERMS AND CONDITIONS

1.It is the responsibility of the person making the booking to ensure all members of their party comply with the terms and conditions of the booking.

2.The person making the booking must be 18 years of age or over.

3.The accommodation shall be used only by the persons listed on the reservation form, unless prior agreement is reached with the Proprietors.

4.Deposits are non-returnable. In the event of cancellation of a booking, which must be made in writing, the renter will be held responsible for the full value of the booking unless an alternative rental can be obtained for the apartment at a rate comparable to the original booking. A Proposal Form to insure against cancellation will be provided with our confirmation of booking and we strongly recommend such insurance is put into effect.

5.Terms are weekly in peak season. Check-in time is 3.00pm although if the apartment is vacant before this time it may be made available. Arrival by 10pm is requested and if guests are likely to be delayed beyond this time notification as soon as possible is appreciated.

Apartments are required to be vacated by 9.30am on day of departure unless special arrangements have been made with the Proprietors.

6.Smoking is prohibited in all apartments and public areas of the building. Anyone smoking in the garden is requested to pay due attention to the wishes of non-smoking Guests, and to ensure all litter and waste is disposed of thoughtfully.

7.Guests are responsible for any damage to the apartment and its contents, and charge will be made for any breakages, damage or loss.

8.Any breakages, damage, need for maintenance or remedial action should be notified to the Proprietors immediately to ensure prompt corrective action.

9.The Proprietors shall not be liable to any person for personal injury or loss of, or damage to, their property, however sustained, whilst occupying the apartment or whilst present on any part of the premises or attached grounds.

10.In the interest of others, Guests are to ensure there is no unreasonable noise within their apartment or on any part of the grounds or premises at any time, but particularly before 7.30am and after 10.00pm.

11.A deposit of 25% secures any booking and the balance is due, by cheque made payable to Wilko Real Estates Ltd or credit/debit card before arrival as there is no office on site.

12.A booking is accepted when a written confirmation and receipt for deposit is received.

13.Pets are accepted by prior arrangement with the Proprietors and at a charge of £22 each per week. Pet owners are asked to respect the rights of all guests to use the gardens and to keep their pets under control at all times. Should there be any fouling of any part of the garden or premises this should be cleaned up promptly and disposed of in an appropriate manner.

14.Each apartment has one space in the free car park. Whilst these are not allocated, guests are requested to park between the white markers and not obstruct the passage of other users.

15.It is the Proprietors' first priority to ensure all Guests have a safe and enjoyable stay at Broadshade, and they will do all that is reasonably possible to achieve that goal. Feedback on the service and facilities is always appreciated.